



NEIGHBORHOOD PROGRAM DIRECTOR

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of responsible professional administrative duties as the liaison and coordinator of the City's neighborhood associations; to coordinate the Citizen Assistance Program and related activities; and to coordinate activities and programs with other divisions, departments, outside public agencies and committees.

Supervision Received and Exercised:

Receives general direction from the City Manager or from other supervisory or management staff.

Exercises direct supervision over lower level staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Serve as Neighborhood Services Division's representative with other departments, agencies and strategic teams; monitor and update records and files of neighborhood and homeowner associations; respond to inquiries for information on neighborhood and homeowner associations.
- Chair Neighborhood Service Team (NST) working to resolve a wide variety of citizen issues and concerns; make recommendations and write reports outlining solution options.
- Investigate citizen complaints; assist citizens with inquiries and problem resolution; forward information to the appropriate City department and follow up to ensure resolution.
- Research issues about specific neighborhood concerns and coordinate meetings between neighborhood representatives and City staff and/or elected officials.
- Facilitate neighborhood association meetings; monitor neighborhood association activities.

Effective October 1994

Revised July 2002 Range Changed

Revised November 2004 – Job Duties Updated

Revised February 2005 – range adjustment

CITY OF TEMPE

Neighborhood Program Director (continued)

- Coordinate an information program for neighborhood associations including annual Neighborhood Leadership Training, special meetings for committee chairs, newsletters and related printed materials.
- Monitor and research national neighborhood assistance programs and activities.
- Coordinate annual Neighborhood Grant Program application and selection process and funding allocations.
- Update Mayor and Council on major issues in residential areas; serve as staff person for Council Neighborhood Quality of Life and Public Safety Committee; research, prepare and present oral and written reports and recommendations to Council and management.
- Link Neighborhood Services Division with activities and programs in other cities, non-profit agencies and the private sector; explore new programs and ideas from other communities and review literature.
- Address neighborhood associations and other public groups regarding neighborhood issues and concerns; assist citizens with inquiries and problem resolution.
- Serve as staff for the Neighborhood Advisory Commission.
- Oversee "Letters of Authorization" for off-hours construction projects.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible, full-time, professional experience in neighborhood program administration or public outreach programs, preferably in municipal government.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, public administration, or a related field. A Master's degree is highly desirable.

This position is unclassified and pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104, which means the employee or the City can terminate the employment relationship at any time, for any or no reason, with or without cause or notice.

Effective October 1994

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CITY OF TEMPE
Neighborhood Program Director (continued)

Job Code: 0742

Salary Range: 155

FLSA: Exempt

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